



SERVICE REQUEST FULFILLMENT

Service Request Fulfillment Project Phase 2 – Brown Bag Session 5

Implementing Information Technology
Service Management (ITSM)

April 13, 2016



California
DEPARTMENT OF TECHNOLOGY

Communication Topics

1. Feedback
2. Wave 2 Customer Onboarding
3. Training
4. Websites (iCentral/OTech)
5. Remedy SR Support
6. Questions & Answers



Project Milestones

Milestone	Date
Initiation / Signed Project Charter	🕒 10/13/15
External Communications	🕒 Start 12/10/15
SRF Phase 2 Customer Kick Off	🕒 1/19/16
Customer Meetings	✅ Start 1/28/16
Internal Training	✅ Start 2/18/16
Customer Training	✅ Start 2/25/16
Wave 1 Onboarding	✅ Start 3/14/16
Wave 2 Onboarding	Start 5/2/16
Wave 3 Onboarding	Early June
Wave 4 Onboarding	Early July
Wave 5 Onboarding	Early August



Customer Onboarding Feedback

Wave 1 Customer Feedback

- The Unemployment Insurance Appeals Board is happy with the submittal process and feels that the flow is more logical than the CSS system.
- Dept. of Water Resources reported an internal issue where user ID's were not distributed to staff who didn't attend training.

Training Feedback

- Would like to see more information provided on Work Orders and Tasks.
 - Fulfiller training slides have been updated to include additional information

Wave 2 - Are you Ready?

May 2, 2016



Wave 2 Customer Onboarding

- Wave 2 Customer Onboarding begins
May 2, 2016
- 632 CSS SRs Total for the 9 customers in 2015/16
 - 123 SRs remain in various states of non-closure
 - After rollout, no new SRs to be submitted in CSS
 - Minimal impact maintaining CSS & Remedy in parallel

Wave 2 Customers

- Correctional Health Care Services, California
- Employment Development Department
- Finance, Dept of
- Health Care Services, Dept of
- Rehabilitation, Dept of
- Social Services, Dept of
- Encinitas Union School District
- Universities & Colleges, CA State
- Community Colleges, Chancellor's Office

Customer Onboarding Reminders

Providing Service for all Wave 2 Customers

- After customers have migrated:
 - All requests for services will come through Remedy
 - Customers will not submit Work Orders for services
 - Example – Adding storage, mainframe requests, etc.
- In-Process SR's in CSS will complete their fulfillment via CSS.
- All New SR's will be submitted to and processed via Remedy.
- Customers will not submit Work Orders for services
 - Example – Adding storage, mainframe requests, etc.

Service Request Submitter/Fulfiller Training

Computer Based Training Available on the SRF 2.0 Site:

- Reports
- Search Capabilities
- “On Behalf of”
- Approval Process
- SRM System Overview

Additional Computer Based Training Coming Soon:

- How to Submit a Service Request
- How to Copy a Service Request

*Available CBTs can be located using the link below:

<http://www.servicecatalog.otech.ca.gov/services/remedy/how-to.html>

Additional Training Available April 20th and May 17th, 19th, 26th, 2016.

Websites

Otech Service Catalog

Lower right corner under “Quick Links”

- IT Service Management (Remedy)
- ITSM Remedy “How To”
 - <http://www.servicecatalog.otech.ca.gov/services/remedy/how-to.html>
- Now includes available CBT’s and Customer Migration Wave Info!!
- <http://www.servicecatalog.otech.ca.gov>

To access Remedy through iCentral

Upper right corner of screen under “Application Shortcuts”

- IT Service Management (Remedy)
- <http://icentral.technology.ca.gov/>

Announcement from Otech Chief Robert Schmidt

Under “Highlights” Section

- <http://www.otech.ca.gov/>

Remedy Service Request Support

First-Level Support – Service Desk

- (1) Call 916-464-4311 or email Service.Desk@state.ca.gov (24/7).
- (2) Contact with the Service Desk is documented via an Incident or a Work Order.
- (3) Type of Support Provided:
 - a. Resolve Remedy Access Issues, e.g., User ID/password, Remedy URL
 - b. Navigate Remedy Service Request Management system features
 - c. Search for available Remedy Service Request types, a.k.a., SRDs
 - d. Check Approval Status of Remedy SR Approvals
 - e. General Questions on How to Process a Remedy SR
 - f. Note: The Service Desk is not authorized to submit an approval-based Remedy SR “on behalf of” internal or external customers.*

Remedy Service Request Support Model

Second-Level Support

- (1) As necessary, the Service Desk will escalate a Remedy-related Incident or Work Order to the applicable support group, e.g., Remedy Support, Network Engineering, SRM Support.
- (2) Type of Support Provided by SRM Support:
 - a. Route “Other” SRD-related Work Orders
 - b. Add and monitor status of “Other” SRD-related Work Order tasks
 - c. Add or Delete SR Designated Approvers
 - d. Reassign SR Approval to a different SR Designated or Level Approver
 - e. Approval Override for an unavailable SR Designated or Level Approver
 - f. 2nd-Level Support to Service Desk for Remedy SRs

Next Brown Bag

Mid-May, 2016

Location TBD,
11:00am-Noon



Questions

